

OFFICIAL FILE  
ILLINOIS COMMERCE COMMISSION FORMAL COMPLAINT

Illinois Commerce Commission  
527 E. Capital Avenue  
Springfield, Illinois 62701

For Commission Use Only:  
Case: 07-032

ORIGINAL

Regarding a complaint by (Person making the complaint): CHARLES OLUWAFEMI

Against (Utility name): NICOR GAS

As to (Reason for complaint)

in CALUMET CITY Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 749 Torrence ave. Calumet City IL 60409

The service address that I am complaining about is 749 Torrence ave. Calumet City IL 60409

My home telephone is (708) 832-1668

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (708) 832-1668

(Full name of utility company) NICOR GAS (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

SECTION 200.170 FORMAL COMPLAINT

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☐ Yes ☒ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

Please clearly state what you want the Commission to do in this case:

Date: \_\_\_\_\_  
(Month, day, year)

Complainant's Signature \_\_\_\_\_

If an attorney will represent you, please give the attorney's name, address, and telephone number.

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

#### VERIFICATION

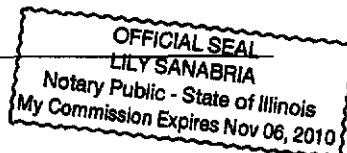
A notary public must witness the completion of this part of the form.

I, Olutayo Otunlaferi, first being duly sworn, say that I have read the above petition and know what it says.  
The contents of this petition are true to the best of my knowledge.

(Signature) \_\_\_\_\_

Subscribed and sworn/affirmed to before me on (month, day, year) January 5, 2007.

Lily Sanabria  
Notary Public, Illinois



**NOTE:** Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.

### GRIEVANCES

- NICOR HAS BEEN DEMANDING THAT WE PAY AN OUTSTANDING BILL OF \$9,047.66 WHICH WAS INCURRED BY AND ADDRESSED TO MR. RICHARD CALLAHAN, THE FORMER OWNER OF SETTLE-INN MOTEL. WHEN WE INFORMED NICOR ABOUT THE DISCREPANCY, THEY THREATENED TO DISCONNECT THE SERVICE. SINCE WE WERE NOT AWARE OF THE OPTIONS AVAILABLE TO US AT THE TIME INCLUDING THE COMMISSION, WE PAID PART OF THE \$9,047.66, IN ORDER TO AVOID SERVICE DISCONNECTION.
- NICOR CONTINUES TO DEMAND PAYMENT FOR THE OUTSTANDING BALANCE OF \$5132.02 AND ISSUES DISCONNECTION WARNINGS FOR THAT.
- NICOR CONTINUES TO BILL US AT THE SAME RATE WHEN THE FORMER OWNER, MR. RICHARD CALLAHAN WAS OPERATING A FULL BREAKFAST KITCHEN. SINCE WE ASSUMED OWNERSHIP OF SETTLE- INN, THE BREAKFAST HAS BEEN DISCONTINUED; THE KITCHEN HAS NOT BEEN USED AT ALL. WE USE GAS TO HEAT WATER ONLY. HOWEVER, MOST OF OUR CUSTOMERS STAY OVERNIGHT AND DO NOT TAKE SHOWERS.

### REMEDIES

#### SETTLE- INN WANTS THE ILLINOIS COMMERCE COMMISSION TO ENSURE THE FOLLOWING:

- NICOR MUST GIVE US CREDIT FOR THE \$3915.64 PAYMENT WHICH WAS PART OF THE OUTSTANDING BILL OF \$9,047.66 INCURRED BY THE FORMER OWNER, MR. RICHARD CALLAHAN.
- NICOR MUST REMOVE FROM OUR BILL THE \$5132.02 WHICH IS THE OUTSTANDING BALANCE INCURRED BY THE FORMER OWNER, MR. RICHARD CALLAHAN.
- NICOR MUST ADJUST OUR BILL IN ORDER TO REFLECT OUR REAL MONTHLY USAGE.
- NICOR MUST GIVE US CREDIT FOR THE \$429.00 DEPOSIT WE WERE TOLD TO MAKE ON OCTOBER 20, 2004.
- NICOR MUST REMOVE THE LATE CHARGES AS THEY HAVE BEEN APPLIED SINCE WE FIRST RECEIVED THE BILL FOR \$9,047.66.